

**Payment Policies for Healthcare Services
Provided to Injured Workers and Crime Victims**

Chapter 2: Information for All Providers

Effective July 1, 2012



Link: Look for possible **updates and corrections** to these payment policies at

www.Lni.wa.gov/ClaimsIns/Providers/Billing/FeeSched/2012/default.asp#3



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Definitions

- ▶ **By report (BR):** A code listed in the fee schedule as “BR” doesn’t have an established fee because the service is too unusual, variable, or new. When billing for the code, the provider must provide a report that defines or describes the services or procedures. The insurer will determine an appropriate fee based on the report.



Link: For more information, see [WAC 296-20-01002](#).

- ▶ **CPT®, HCPCS, and local code modifiers mentioned in this chapter:**

–1S Surgical dressings for home use

Bill the appropriate HCPCS code for each dressing item using this modifier –1S for each item. Use this modifier to bill for surgical dressing supplies dispensed for home use.

–22 Unusual services

Procedures with this modifier may be individually reviewed prior to payment. A report is required for this review. Payment varies based on the report submitted.

–80 Assistant surgeon (see below)

–81 Minimum assistant surgeon (see below)

–82 Assistant surgeon (when qualified resident surgeon not available)

Assistant surgeon modifiers. Physicians who assist the primary physician in surgery should use **modifiers –80, –81, or –82** depending on the medical necessity. Payment for procedures with these modifiers is made at the billed charge or twenty percent of the global surgery amount for the procedure, whichever is less. Refer to the assistant surgeon indicator in the Professional Services Fee Schedule to determine if assistant surgeon fees are payable.

–AA Anesthesia services performed personally by anesthesiologist

–E1 Upper left eyelid



General information: All payment policies and fee schedules

► Effective date of these policies and fee schedules

This edition of the Medical Aid Rules and Fee Schedules (MARFS) is effective for services performed on or after July 1, 2012.

► Who these rules, decisions, and policies apply to and when

Providers

All providers must follow the administrative rules, medical coverage decisions, and payment policies contained within the MARFS and Provider Bulletins.

Conflicting policies in CPT® or HCPCS

If there are any services, procedures or text contained in the physicians' Current Procedural Terminology (CPT®) and federal Healthcare Common Procedure Coding System (HCPCS) coding books that are in conflict with MARFS, the Department of Labor and Industries' (L&I) rules and policies take precedence.



Link: For more information, see [WAC 296-20-010](#).

Claimants

All policies in this manual apply to claimants receiving benefits from the State Fund, the Crime Victims Compensation Program, and self-insurers unless otherwise noted.



Links: For more information on L&I WACs, go to www.Lni.wa.gov/ClaimsIns/Rules/MedicalAid/default.asp.

For more information on the Revised Code of Washington (RCW), go to <http://search.leg.wa.gov/pub/textsearch/default.asp>.

Questions may be directed to the:

- Provider Hotline at **1-800-848-0811**, or
- Crime Victims Compensation Program at **1-800-762-3716**.

► Updates and corrections

An annual update of the entire payment policies and fee schedules (MARFS) is published routinely to coincide with the beginning of each state fiscal year (July 1).

MARFS updates and corrections

On occasion, between annual publications, updates and corrections are made to either the policies or the fee schedules. L&I publishes such updates and corrections on their website (see “Links,” below).

Provider Bulletins

For substantially new policies, additional fee schedule and policy information is published throughout the year in L&I’s Provider Bulletins (see more information about Provider Bulletins in “Current Provider Bulletins,” later in this chapter, and “Links,” below).

L&I Medical Provider News email listserv

To receive notices about payment policy and fee schedule updates and corrections, and new Provider Bulletins, you can join the L&I Medical Provider News email listserv. Via email, listserv participants will receive:

- Updates and changes to the Medical Aid Rules and Fee Schedules,
- A link to new Provider Bulletins as soon as they are posted, *and*
- Notices about courses, seminars, and new information available on L&I’s website.



Links: Find updates and corrections at <http://feeschedules.Lni.wa.gov/> under “Fee Schedules,” then “Updates & Corrections.”

L&I’s Provider Bulletins are available at www.Lni.wa.gov/ClaimsIns/Providers/Billing/ProvBulletins/default.asp.

Interested parties may join the L&I Medical Provider News electronic mailing list at www.Lni.wa.gov/Main/Listservs/Provider.asp.

► How state agencies develop fee schedules and payment policies

To be as consistent as possible in developing billing and payment requirements for healthcare providers, Washington State government payers coordinate the development of their respective fee schedules and payment policies. The state government payers are:

- The Washington State Fund Workers' Compensation Program (administered by the Department of Labor and Industries, also known as "L&I"), *and*
- The State Medicaid Program (administered by the Medical Purchasing Administration within the Health Care Authority).

These agencies comprise the interagency Reimbursement Steering Committee (RSC). The RSC receives input from the State Agency Technical Advisory Group (TAG) on the development of fee schedules and payment policies. The TAG consists of representatives from almost all major state professional provider associations.

While the basis for most of the agencies' fee schedules is the same, payment and benefit levels differ because each agency has its own funding source, benefit contracts, rates and conversion factors.

► Maximum fees, not minimum fees

L&I establishes maximum fees for services; it doesn't establish minimum fees.

[RCW 51.04.030 \(2\)](#) states that L&I shall, in consultation with interested persons, establish a fee schedule of maximum charges. This same RCW stipulates that no service shall be paid at a rate or rates exceeding those specified in such fee schedule.

[WAC 296-20-010\(2\)](#) reaffirms that the fees listed in the fee schedule are maximum fees.



Link: For more information, see [RCW 51.04.030 \(2\)](#) and [WAC 296-20-010\(2\)](#).

► Payment review (audits)

All services rendered to workers' compensation claims are subject to audit by L&I.



Link: For more information, see [RCW 51.36.100](#) and [RCW 51.36.110](#).

► Workers' choice of healthcare provider



Note: Also see information about the “New medical provider network” in the “General information: Becoming a provider” section of this chapter (under “Provider credentialing and compliance”).

Workers are responsible for choosing their healthcare providers. If provider network requirements apply, the worker may choose any network provider.

At the same time, the Revised Code of Washington (RCW) and the Washington Administrative Code (WAC) allow L&I and self-insured employers (collectively known as the insurer) to recommend particular providers or to contract for services:

- [RCW 51.04.030 \(2\)](#) allows the insurer to recommend to the worker particular healthcare services or providers where specialized or cost effective treatment can be obtained; *however*,
- [RCW 51.28.020](#) and [RCW 51.36.010](#) stipulate that workers are to receive proper and necessary medical and surgical care from licensed providers of their choice.



Link: For more information, see [RCW 51.04.030 \(2\)](#), [RCW 51.28.020](#), and [RCW 51.36.010](#).



General information: Becoming a provider

► Provider credentialing and compliance



Note: Also see information about the “Workers’ choice of healthcare provider” in the “General information: All payment policies and fee schedules” section of this chapter (above).

New medical provider network

As part of “Workers’ Compensation Reform” laws passed by the 2011 Washington Legislature, L&I is creating a statewide workers’ compensation medical provider network. Network requirements apply to care delivered in Washington state.

Even providers who currently are L&I providers must reapply and join the network.



Note: Network requirements don’t apply to Crime Victim services.

Starting January 1, 2013, the following **providers must be enrolled** in the network in order to treat injured workers (including those employed by self-insured businesses) **beyond the initial visit:**

- Physicians,
- Osteopathic physicians,
- Naturopathic physicians,
- Podiatric physicians,
- Physician assistants,
- Chiropractors,
- Dentists,
- Advanced registered nurse practitioners, *and*
- Optometrists.

Out-of-state providers and other types of providers are currently exempt and may continue to treat injured workers in calendar year 2013 without joining the network.



Links: For more information on the new medical provider network, see:

- [RCW 51.36.010](#), which establishes the legal framework of the network,
- [WAC 296-20-01010](#), which establishes the scope of the network, through [WAC 296-20-01090](#),
- The “Join the Network” webpage, which includes application materials as well as current information about the launch date and affected providers, at [www.lni.wa.gov/ClaimsIns/Providers/Becoming/Network/](#), and
- The “Provider Network and COHE Expansion” webpage, which includes complete information on the network and the new standards, at [www.lni.wa.gov/ClaimsIns/Providers/ProjResearchComm/ProvNetwork/default.asp](#).

Treating Washington workers

A provider must have an active L&I provider account number in order to treat Washington workers and receive payment for medical services. This includes all types of providers, regardless of whether they are one of the types required to join the network. For State Fund claims, this proprietary account number is necessary for L&I to accurately set up its automated billing systems.

The federally issued National Provider Identifier (NPI) registered with L&I can also be used on bills and correspondence submitted to L&I.

Applying for provider account numbers

Providers who are not required to join the network can apply for L&I provider account numbers by completing the Provider **Account Application** and **W-9** form ([F248-011-000](#)).



Links: These L&I provider account forms and information on how to apply or make changes to your provider account are available at [www.becomeprovider.Lni.wa.gov](#) or can be requested by contacting:

- L&I’s Provider Credentialing and Compliance section at **360-902-5140**, or
Provider Credentialing and Compliance
Department of Labor & Industries
PO Box 44261
Olympia, WA 98504-4261

- L&I's Provider Hotline at **1-800-848-0811**.

More information about the provider account application process is published in [WAC 296-20-12401](#).

Providers can apply for NPIs at <https://nppes.cms.hhs.gov/NPPES/Welcome.do>.

Requirements of providers

All L&I providers must comply with all applicable state and/or federal licensing or certification requirements to assure they are qualified to perform services. This includes state or federal laws pertaining to business and professional licenses as they apply to the specific provider's practice or business.

Billing for services

Once the L&I provider account number is established, and the federally issued NPI is also registered with L&I, either number can be used on bills and correspondence submitted to L&I.

Find a Doctor (FAD) website

Unless you indicate on your application that you don't wish to be included on FAD, if you have an active L&I provider account number, you may be listed on the searchable, online FAD database. L&I is developing a new online provider directory to help support the new provider network requirements in 2013.



Link: FAD is available at www.Lni.wa.gov/ClaimsIns/Claims/FindaDoc/Default.asp.

Keep your provider account up-to-date

To prevent payment delays, keep us informed of your account changes by completing a **Provider Accounts Change Form** (form [F245-365-000](#)).



Link: This form is available at www.Lni.wa.gov/FormPub/Detail.asp?DocID=1650.

Also, accurate information helps ensure smooth communication between:

- You,
- L&I,
- Workers, *and*
- Employers.

► Self insured employer accounts



Note: For information about setting up a provider account to treat self insured workers' compensation claims, see the "General information: Self insured employers (SIEs)" section of this chapter, below.

► Crime Victims Compensation Program accounts

Healthcare providers can use the same L&I provider number to bill for treating State Fund injured workers and crime victims.

Crime Victim providers are exempt from the provider network.

New providers can sign up for both programs at the same time using one provider application.



Links: You can contact the Crime Victims Compensation Program at **1-800-762-3716**, or

Crime Victims Compensation Program
Department of Labor and Industries
PO Box 44520
Olympia, WA 98504-4520

Also, provider resources for the Crime Victims Compensation Program are available on L&I's website at

www.Lni.wa.gov/ClaimsIns/CrimeVictims/ProvResources/Default.asp.



General information: Charting format

► Required format: SOAP-ER

For charting progress and ongoing care, use the standard **SOAP** (Subjective, Objective, Assessment, and Plan and progress) format (see below). In workers' compensation there is a unique need for work status information. To meet this need, L&I requires that you add **ER** to the **SOAP** contents. Chart notes must document:

E Employment issues:

- Has the worker been released or returned to work?
- When is release anticipated?
- Is the patient currently working, and if so, at what job?
- Include a record of the patient's physical and medical ability to work.
- Include information regarding any rehabilitation that the worker may need to undergo.

R Restrictions to recovery:

- Describe the physical limitations (temporary and permanent) that prevent return to work.
- What other limitations, including unrelated conditions, are preventing return to work?
- Are any unrelated condition(s) impeding recovery?
- Can the worker perform modified work or different duties while recovering (including transitional, part time, or graduated hours)?
- Is there a need for return to work assistance?

Office notes, chart notes, progress notes, and 60-day reports should include the SOAP contents:

S Worker's Subjective complaints:

- What the worker states, or what the employer, coworker, or significant other (family, friend) reports, about the illness or injury.



Link: For more information, refer to [WAC 296-20-220 \(j\)](#).

O Objective findings:

- What is directly observed and noticeable by the medical provider.
- This includes factual information, for example, physical exam – skin is red and edematous, lab tests – positive for opiates, X-rays – no fracture.



Link: For more information, refer to WAC [296-20-220 \(i\)](#).

A Assessment:

- What conclusions the medical provider makes after evaluating all the subjective and objective information. Conclusions may appear as:
 - A definite diagnosis (dx.),
 - A "Rule/Out" diagnosis (R/O), *or*
 - Simply as an impression.
- This can also include the:
 - Etiology (ET), defined as the origin of the diagnosis, *and/or*
 - Prognosis, defined as being a prediction of the probable course or a likelihood of recovery from a disease and/or injury.

P Plan and Progress:

- What the provider recommends as a plan of treatment. This is a goal directed plan based on the assessment. The goal must state what outcome is expected from the prescribed treatment, and the plan must state how long the treatment will be administered.
- Clearly state treatment performed and treatment plan separately. You must document the services you perform to verify the level, type, and extent of services provided to workers.



Link: For more information, refer to [WAC 296-20-010\(7\)](#) and [WAC 296-20-01002](#) (Chart notes).

Add **ER** to the **SOAP** contents to document work status information (see above).



General information: Documentation requirements

► How improper documentation could impact payment for services

Documentation of services

Providers must maintain documentation in workers' individual records to verify the level, type, and extent of services provided to workers.

Documentation must include the amount of time spent for each time-based service performed when:

- Procedures have a timed component in their descriptions, *and*
- Time is a determining factor in choosing the appropriate code.

The insurer may deny or reduce a provider's level of payment for a specific visit or service if the required documentation isn't provided or the level or type of service doesn't match the procedure code billed.



Note: No additional amount is payable for documentation required to support billing.

Required signatures

The insurer **won't pay** for forms unless they are signed by the provider or authorized representative.



Note: Providers can submit forms with a signature stamp or an electronic signature from the medical provider.

► Requirements in addition to CPT®

In addition to the documentation requirements published by the American Medical Association (AMA) in the CPT® book, the insurer has additional reporting and documentation requirements. These requirements are described in the provider specific payment policy chapters of this document (MARFS) and in [WAC 296-20-06101](#).



Note: The insurer may pay separately for specialized reports or forms required for claims management.



Links: For specific documentation requirements, see [Appendix C: Documentation Requirements](#). For more information, see [WAC 296-20-06101](#).

► Changes to medical records

Changes to the medical record legally amended **prior to bill submission** may be considered in determining the validity of the services billed.

Changes made **after bill submission** won't be accepted. If a change to the medical record is made after bill submission, only the original record will be considered in determining appropriate payment of services billed to the department.

Late entries, addendums, or corrections to a medical record are legitimate occurrences in documentation or clinical services. A late entry, addendum, or correction to the medical record must:

- Bear the current date of that entry, *and*
- Be signed by the person making the addition or change.



Note: This policy is based on American Health Information Management Association (AHIMA) and Centers for Medicare & Medicaid Services (CMS) guidelines.

Late entries

A late entry may be necessary to supply additional information that was omitted from the original entry or to provide additional documentation to supplement entries previously written. The late entry must:

- Bear the current date,
- Be added as soon as possible, *and*
- Be written by the provider who performed the original service and only if the provider has total recall of the omitted information.

To document a late entry:

- Identify the new entry as a "late entry," *and*
- Enter the current date and time – don't try to give the appearance that the entry was made on a previous date or an earlier time, *and*

- Identify or refer to the date and incident for which the late entry is written, *and*
- If the late entry is used to document an omission, validate the source of additional documentation as much as possible.

Addendums

An addendum is used to provide information that wasn't available at the time of the original entry.

To document an addendum:

- Identify the entry as an "addendum" and state the reason for the addendum referring back to the original entry, *and*
- Document the current date and time, *and*
- Identify any sources of information used to support the addendum.

Corrections

A correction to the medical record requires that these proper error correction procedures are followed:

- Draw a line through the entry making sure that the inaccurate information is still legible, *and*
- Initial and date the entry, *and*
- State the reason for the error, *and*
- Document the correct information.

Correction of electronic medical records should follow the same principles of tracking the information.

► Falsified documentation

Deliberately falsifying medical records is a felony offense and is viewed seriously when encountered. Examples of falsifying records include:

- Creating new records when records are requested, *or*
- Backdating entries, *or*
- Postdating entries, *or*

- Predating entries, *or*
- Writing over, *or*
- Adding to existing documentation (except as described in late entries, addendums, and corrections, above).



Links: For more information, see [RCW 51.48.290](#) and [RCW 51.48.250](#).

► **Documentation requirements when referring worker for care outside of local community**

Whenever it is necessary to refer an injured worker for specialty care or for services outside of the local community, include in the medical notes:

- The medical reason for the referral, *and*
- A statement of why it is reasonable or necessary to refer outside of the community.



General information: Provider Bulletins

► What are Provider Bulletins?

Provider Bulletins are temporary communications that give official notification of new or revised:

- Rules,
- Laws,
- Coverage decisions,
- Policies, *and/or*
- Programs.

Provider Bulletins are only for information that hasn't been previously published, and are available on L&I's website. If a Provider Bulletin isn't listed on L&I's website:

- It is neither current nor available, *and*
- Its content has been incorporated into coverage decisions, payment policies, and fee schedules.



Link: Current Provider Bulletins are available at

www.Lni.wa.gov/ClaimsIns/Providers/Billing/ProvBulletins/default.asp.



General information: Recordkeeping requirements

► Which records a provider must keep

As a provider with a signed agreement with L&I, you are the legal custodian of workers' records. In the records you keep for each worker, you must include:

- Subjective and objective findings,
- Records of clinical assessment (diagnoses),
- Reports,
- Interpretations of X-rays,
- Laboratory studies, *and*
- Other key clinical information in patient charts.

► How long a provider must keep records

All records

Providers are required to keep all records necessary for L&I to audit the provision of services for a minimum of 5 years.



Link: For more information, see [WAC 296-20-02005](#).

X-rays

Providers are required to keep all X-rays for a minimum of 10 years.



Link: For more information, see [WAC 296-20-121](#) and [WAC 296-23-140](#).



General information: Self insured employers (SIEs)

► How self insurance works in Washington

SIEs or their third party administrators (TPA) administer their own claims instead of paying premiums to the State Fund for L&I to administer.

SIEs must authorize treatment and pay bills according to [Title 51 RCW](#) and the Medical Aid Rules (WACs) and Fee Schedules of the state of Washington ([WAC 296-15-330\(1\)](#)), including the payment policies described in this manual.

For SIE claims, healthcare providers should send their bills, reports, requests for authorization, and other correspondence directly to the SIE/TPA.



Links: For a list of SIE/TPAs go to www.Lni.wa.gov/ClaimsIns/Insurance/SelfInsure/EmpList/Default.asp.

For more information, see [Title 51 RCW](#) and [WAC 296-15-330\(1\)](#).

► SIE/TPA provider identification numbers

To bill SIE/TPAs for workers' compensation claims, contact the individual insurer directly for their provider identification number requirements.

► Special SIE claim forms

Self Insurance Accident Report (SIF2)

SIEs use the **SIF2** to assign the claim number.

Only the SIE and the worker complete the **SIF2**.



Link: Employers: To order a supply of SIF2s, go to www.Lni.wa.gov/FormPub/Detail.asp?DocID=2466.

Provider's Initial Report (PIR)

PIR forms are supplied to providers to assist injured workers of SIEs in filing claims. The **PIR** is used in the same way the **Report of Accident (ROA)** form is used for State Fund covered workers.

Only the provider and the worker complete the PIR.



Link: Providers: To order a supply of PIRs, go to www.Lni.wa.gov/FormPub/Detail.asp?DocID=2467.

► Disputes between providers and SIEs

The Self-Insurance (SI) Program of L&I regulates the SIEs.

If a dispute arises between a provider and an SIE, the provider may ask the SI program to intervene and help resolve the dispute. For disputes related to:

- **Treatment authorization or nonpayment of bills**, the SI section's adjudicator assigned to the claim will handle the request.
- **Billing codes, fees, and/or payment policies**, the SI section's Medical Compliance Consultant will handle the request.



General information: Submitting claim documents to the State Fund

► How to submit

The State Fund uses an imaging system to store electronic copies of all documents submitted on workers' claims. This imaging system can't read some types of paper and has difficulty passing other types through automated machinery.

Documents faxed to the department are automatically routed to the claim file; paper documents are manually batched and scanned.



Note: Don't fax bills! (See more information in the table under "Where to submit," below.)

Do's

When submitting documents:

- Submit documents on white 8 ½ x 11-inch paper (one side only), *and*
- Leave ½ inch at the top of the page blank, *and*
- Put the patient's name and claim number in the upper right hand corner of each page, *and*
- If there is no claim number available, substitute the patient's social security number, *and*
- Reference only one worker/patient in a report or letter. *and*
- Staple together all documents pertaining to one claim, *and*
- Emphasize text using asterisks or underlines, *and*
- Include a key to any abbreviations used, *and*
- Submit legible information,

Don'ts

When submitting documents:

- Don't use colored paper, particularly hot or intense colors, *and*
- Don't use thick or textured paper, *and*

- Don't send carbonless paper, *and*
- Don't use any highlighter markings, *and*
- Don't place information within shaded areas, *and*
- Don't use italicized text, *and*
- Don't use paper with black or dark borders, especially on the top border, *and*
- Don't staple documents for different workers/patients together.

► Where to submit

Submitting State Fund bills, reports, and correspondence to the correct addresses or fax numbers:

- Helps L&I process your documents promptly and accurately,
- Can prevent significant delays in claim management,
- Can help you avoid repeated requests for information you have already submitted, *and*
- Helps L&I pay you promptly.



Note: Attending providers have the ability to send secure messages through the Claim and Account Center at www.Lni.wa.gov/ORLI/LoGon.asp.

The following table shows where you may fax or send correspondence and reports.

If you are submitting...	Then you can fax to:	Or send to this State Fund mailing address:
Report of Industrial Injury or Occupational Disease (also known as "Accident Report" or "ROA") F242-130-000	360-902-6690 800-941-2976 These fax numbers are for ROAs only!	Department of Labor & Industries PO Box 44299 Olympia, WA 98504-4299
<ul style="list-style-type: none"> • Correspondence, • Activity Prescription Forms (APFs), • Reports and chart notes for State Fund Claims, <i>and</i> • Claim related documents other than bills. 	360-902-4567	Department of Labor & Industries PO Box 44291 Olympia, WA 98504-4291 Reports and chart notes must be submitted separately from bills.

If you are submitting...	Then you can fax to:	Or send to this State Fund mailing address:
Provider Account information updates	360-902-4484	Department of Labor & Industries PO Box 44261 Olympia, WA 98504-4261
Bills , including: <ul style="list-style-type: none"> • UB-04 forms, • CMS 1500 forms, • Retraining & job modification bills, • Home nursing bills, • Miscellaneous bills, • Pharmacy bills, • Compound prescription bills, <i>and</i> • Requests for adjustment. 	Don't fax bills!	Department of Labor & Industries PO Box 44269 Olympia, WA 98504-4269
State Fund refunds (attach copy of remittance advice)	n/a	Cashier's Office Department of Labor & Industries PO Box 44835 Olympia, WA 98504-4835



Payment policy: All professional services

► Coverage of procedures

Medical coverage decisions

To ensure quality of care and prompt treatment of workers, L&I makes general policy decisions (called “medical coverage decisions”). Medical coverage decisions include or exclude a specific healthcare service as a covered benefit.

Procedure codes that aren’t covered

Procedure codes listed as “**not covered**” in the fee schedules aren’t covered for the following reasons:

1. The treatment isn’t safe or effective, or is controversial, obsolete, investigational, or experimental, *or*
2. The procedure or service is generally not used to treat industrial injuries or occupational diseases, *or*
3. The procedure or service is payable under another code.

On a case by case basis, the insurer may pay for procedures in the first two categories above. To make this happen, the healthcare provider must:

- Submit a written request, *and*
- Obtain approval from the insurer prior to performing any procedure in these categories.

The request must contain:

- The reason,
- The potential risks and expected benefits,
- The relationship to the accepted condition, *and*
- Any additional information about the procedure that may be requested by the insurer.



Link: For more information on coverage decisions and covered services, refer to [WAC 296-20-01505](#), [WAC 296-20-02700](#) through [-02850](#), [WAC 296-20-030](#) through [-03002](#), and [WAC 296-20-1102](#).

► Requirements for billing

Unlisted codes

A covered service or procedure may be provided that doesn't have a specific code or payment level listed in the fee schedules. When reporting such a service, the appropriate unlisted procedure code may be used and a special report is required as supporting documentation.



Note: No additional payment is made for the supporting documentation.



Links: For more information, refer to [WAC 296-20](#) (including the definition section) and to the fee schedules available at <http://feeschedules.Lni.wa.gov>.

Physician Assistants (PAs)

To be paid for services, PAs must:

- Be certified and have valid individual L&I provider account numbers, *and*
- Bill for services using their provider account numbers, *and*
- Use billing modifiers outlined in [Appendix E: Modifiers That Affect Payment](#). For example, to bill for Assistant at Surgery, the PA would use **modifier –80, –81, or –82** as appropriate.



Link: For more information on billing code modifiers, see [Appendix E: Modifiers That Affect Payment](#).

► Payment limits

Units of service

Payment for billing codes that don't specify a time increment or unit of measure is limited to one unit per day. For example, only one unit is payable for CPT® code **97022** regardless of how long the therapy lasts.

Physician Assistants (PAs)

Physician assistant services are paid to the supervising physician or employer at a **maximum of 90%** of the allowed fee.



Link: For more information about physician assistant services and payment, see [WAC 296-20-12501](#) and [WAC 296-20-01501](#).

PAs may sign any documentation required by the department. Consultations and impairment ratings services related to workers' compensation benefit determinations aren't payable to physician assistants.



Link: For more information, see [RCW 51.28.100](#) and [WAC 296-20-01501](#).



Payment policy: Billing codes and modifiers

► Billing codes used in the fee schedules

L&I's fee schedules use the federal HCPCS and agency unique local codes (see more information, below).

► Code description limits

Due to space limitations, only partial descriptions of HCPCS or CDT codes appear in the fee schedules.

Due to copyright restrictions, there aren't descriptions for CPT® codes in the fee schedules.

► Providers' responsibility when billing

Providers must bill according to the full text descriptions published in the CDT-3®, CPT®, and HCPCS books. These books can be purchased from private sources.



Link: For more information, refer to [WAC 296-20-010\(1\)](#).

► CPT® codes (HCPCS Level I codes)

Codes

HCPCS (commonly pronounced "hick picks"), Level I codes are the CPT® codes developed, updated, and copyrighted annually by the American Medical Association (AMA). There are three categories of CPT® codes:

- **CPT® Category I codes** are used for professional services and pathology and laboratory tests. These are clinically recognized and generally accepted services, and don't include newly emerging technologies. The codes consist of five numbers (for example, **99201**), *and*
- **CPT® Category II codes** are optional and used to facilitate data collection for tracking performance measurement. The codes consist of four numbers followed by an **F** (for example, **0001F**), *and*
- **CPT® Category III codes** are temporary and used to identify new and emerging technologies. The codes consist of four numbers followed by a **T** (for example, **0001T**).

Modifiers

HCPCS Level I modifiers are the CPT® modifiers developed, updated, and copyrighted by the AMA. These modifiers are used to indicate that a procedure or service has been altered without changing its definition.

These modifiers consist of two numbers (for example, **-22**).



Note: L&I doesn't accept the five digit modifiers.

► HCPCS Level II codes and modifiers

Codes

HCPCS Level II codes (usually referred to simply as “HCPCS codes”) are updated by the Center for Medicare & Medicaid Services (CMS). HCPCS codes are used to identify:

- Miscellaneous services,
- Supplies,
- Materials,
- Drugs, *and*
- Professional services.

These codes begin with one letter, followed by four numbers (for example, **K0007**).

Codes beginning with **D** are developed and copyrighted by the American Dental Association (ADA) and are published in the *Current Dental Terminology* (CDT-3).

Modifiers

HCPCS Level II modifiers are updated by CMS and are used to indicate that a procedure has been altered.

These modifiers consist of either:

- Two letters (for example, **-AA**), *or*
- One letter and one number (for example, **-E1**).

► Local codes and modifiers

Codes

Local codes are used to identify unique services or supplies.

These codes consist of four numbers followed by one letter (except F and T). For example, **1040M**, which must be used to code completion of the **Report of Accident** and **Providers Initial Report** forms.

L&I will modify local code use as national codes become available.

Modifiers

Local code modifiers are used to identify modifications to services.

These modifiers consist of one number and one letter (for example, **-1S**).

L&I will modify local modifier use as national modifiers become available.

► Quick reference guide for all billing codes and modifiers

If the billing code type is...	Then the purpose of the code is:	And the code format is:	And the modifier format is:	And the source of the code is:
HCPCS Level I: CPT® Category I	Professional services, pathology and laboratory tests.	5 numbers	2 numbers	AMA/ CMS
HCPCS Level I: CPT® Category II	Tracking codes, to help collect data for tracking performance measurement.	4 numbers followed by F	n/a	AMA/ CMS
HCPCS Level I: CPT® Category III	Temporary codes for new and emerging technologies.	4 numbers followed by T	n/a	AMA/ CMS
HCPCS Level II (HCPCS code)	Miscellaneous services, supplies, materials, drugs, and professional services.	1 letter followed by 4 numbers	2 letters, or 1 letter followed by 1 number	AMA/ CMS

If the billing code type is...	Then the purpose of the code is:	And the code format is:	And the modifier format is:	And the source of the code is:
Local code (unique to L&I)	L&I unique services, materials, and supplies.	4 numbers followed by 1 letter (but not F or T)	1 number followed by 1 letter	L&I



Payment policy: Billing instructions and forms

► Who to bill (which insurer)

Each insurer uses a unique format for claim numbers. This will help you identify which insurer to bill for a specific claim:

- **State Fund claims** either begin with:
 - The letters **B, C, F, G, H, J, K, L, M, N, P, X, or Y** followed by six digits, *or*
 - **Double alpha letters** (example AA) followed by five digits.
- **Self-insured claims** either begin with:
 - **S, T, or W** followed by six digits, *or*
 - **Double alpha letters** (example SA) followed by five digits.



Note: U. S. Department of Energy (DOE) claims are now self-insured.

- **Crime Victims claims** either begin with:
 - A **V** followed by six digits, *or*
 - **Double alpha letters** (example VA) followed by five digits.
- **Federal claims** begin with **A13** or **A14**.



Link: Questions and billing information about federal claims should be directed to the U.S. Department of Labor at **206-398-8100** or **206-398-8200** or their website at www.dol.gov/owcp/.

► Billing procedures



Link: Information on billing procedures is outlined in [WAC 296-20-125](#).

► Billing manuals and billing instructions

The **General Provider Billing Manual** (publication [F248-100-000](#)) and L&I's provider specific billing instructions contain:

- Billing guidelines,
- Reporting and documentation requirements,
- Resource lists, *and*
- Contact information.



Link: Providers can download these manuals on L&I's website at www.Lni.wa.gov/FormPub/ or request these publications from L&I's Provider Accounts section or the Provider Hotline. (For contact information, see the "General information: Becoming a provider" section of this chapter, above.)

► Billing workshops

L&I offers providers free billing workshops to help you save time and money by:

- Learning to bill L&I correctly,
- Getting new tools for doing business with L&I, *and*
- Meeting your Provider Account Representatives.



Link: Additional information on the workshops is available at www.Lni.wa.gov/ClaimsIns/Providers/Billing/Workshop/default.asp.

► Electronic billing for State Fund bills

Electronic billing is available to all providers of services to injured workers covered by the State Fund. Electronic billing is helpful because it:

- Allows greater control over the payment process,
- Eliminates entry time,
- Allows L&I to process payments faster than paper billing,

- Reduces billing errors, *and*
- Decreases the costs of bill processing.



Link: See “Cost Comparison Estimator” at www.Lni.wa.gov/ClaimsIns/Files/providers/EstimatorFinal042009.xls.

There are three secure ways providers can bill L&I electronically:

1. Free online billing form (no specific software/clearinghouse required), *or*
2. Upload bills using your software (the department doesn’t supply billing software for electronic billing), *or*
3. Use an intermediary/clearinghouse.



Note: Your correspondence and reports may be faxed to L&I.



Links: Fax numbers can be found in the “Submitting claim documents to the State Fund” payment policy section (later in this chapter) or on L&I’s website at www.Lni.wa.gov/ClaimsIns/Providers/Billing/BillLNI/How/default.asp.

For additional information on electronic billing:

- Go to www.ElectronicBilling.Lni.wa.gov, *or*
- Contact the Electronic Billing Unit at:

Phone: **360-902-6511**

Fax: **360-902-6192**

Email: ebulni@LNI.wa.gov

► Billing forms

Providers must use L&I’s current billing forms.



Note: Using out of date billing forms may result in delayed payment.

To order new billing forms or other L&I publications:

- Complete the **Medical Forms Request** form ([F208-063-000](#)), *and*
- Send it to L&I's warehouse (address listed on the form).



Links: The **Medical Forms Request** form ([F208-063-000](#)) can be found:

- Under "Contact Information" on the MARFS CD, *or*
- On L&I's website at www.Lni.wa.gov/Forms/pdf/208063a0.pdf.

You may also download other forms from L&I's website at www.Lni.wa.gov/FormPub/.

► When to submit a billing adjustment vs. a new bill to the State Fund

When an entire bill is denied, you need to **submit a new bill** to be paid for your services.

When part of the bill is paid, you must **submit an adjustment** for the services that weren't paid.



Link: Additional information on adjustments is available at www.Lni.wa.gov/ClaimsIns/Providers/Billing/BillLNI/PayAdjust/default.asp.

► Worker's failure to attend scheduled appointment

Workers are expected to attend scheduled appointments.

When a worker fails to show for an appointment:

- [WAC 296-20-010\(5\) and \(6\)](#) states: L&I or self-insurers will not pay for a missed appointment unless the appointment is for an examination arranged by L&I or self-insurer,
- A provider may bill an injured worker for a missed appointment not scheduled by the department or self-insurer if the provider:
 - has a missed appointment policy that applies to all patients regardless of who the payer is, *and*
 - routinely notifies all patients of their missed appointment policy.

- Providers are to notify the claim manager immediately when an injured worker fails to show for an appointment, *and*
- Workers are advised that a no-show appointment may be grounds for a noncooperation order.



Note: L&I or self-insurers aren't responsible or involved in the implementation and/or enforcement of any provider's missed appointment policy.



Link: For more information, see [WAC 296-20-010\(5\) and \(6\)](#).



Payment policy: Current coverage decisions for medical technologies and procedures

► Coverage decisions for medical technologies and procedures



Link: For more information on these decisions, see

www.Lni.wa.gov/ClaimsIns/Providers/TreatingPatients/ByCondition/default.asp.



Payment policy: Overview of payment methods

► Ambulatory Surgery Center (ASC) payment methods

ASC rate calculations

Insurers use a modified version of the ASC payment system that was developed by the Centers for Medicare and Medicaid Services (CMS) to pay for facility services in an ASC.



Link: For more information on this payment method, see the [Ambulatory Surgery Centers \(ASCs\)](#) chapter or refer to [WAC 296-23B](#).

By report

Insurers pay for some covered services on a **by report** basis. Fees for **by report** services may be based on the value of the service as determined by the report.



Note: See definition of **by report** in “Definitions” at the beginning of this chapter.

Maximum fees

For services covered in ASCs that aren’t priced with other payment methods, L&I establishes maximum fees.

► Hospital inpatient payment methods



Link: The following is an overview of the hospital inpatient payment methods. For more information, see the [Hospitals](#) chapter or refer to [WAC 296-23A](#).

Self-insurers

Self-insurers use Percentage of Allowed Charges (POAC) to pay for all hospital inpatient services.



Link: For more information, see [WAC 296-23A-0210](#).

All Patient Diagnosis Related Groups (AP DRG)

L&I uses All Patient Diagnosis Related Groups (AP DRG) to pay for most inpatient hospital services.



Link: For more information, see [WAC 296-23A-0200](#).

Per diem

L&I uses statewide average per diem rates for five AP DRG categories:

- Chemical dependency,
- Psychiatric,
- Rehabilitation,
- Medical, *and*
- Surgical.

Hospitals paid using the AP DRG method are paid per diem rates for AP DRGs designated as low volume.

Percent of Allowed Charges (POAC)

L&I uses a POAC payment method:

- For some hospitals exempt from the AP DRG payment method, *and*
- As part of the outlier payment calculation for hospitals paid by the AP DRG.

► Hospital outpatient payment methods

Link: The following is an overview of the hospital outpatient services payment methods. For more information, see the [Hospitals](#) chapter or refer to [WAC 296-23A](#).

Self-insurers

Self-insurers use the maximum fees in the Professional Services Fee Schedule to pay for:

- Radiology,
- Pathology,
- Laboratory,
- Physical therapy, *and*
- Occupational therapy services.

Self-insurers use POAC to pay for hospital outpatient services that aren't paid with the Professional Services Fee Schedule.



Link: For more information, see [WAC 296-23A-0221](#).

Ambulatory Payment Classifications (APC)

L&I pays for most hospital outpatient services with the Ambulatory Payment Classifications (APC) payment method.



Link: For more information, see [WAC 296-23A-0220](#).

Professional Services Fee Schedule

L&I pays for most services not paid with the APC payment method according to the maximum fees in the Professional Services Fee Schedule.



Link: The Professional Services Fee Schedule is available at <http://feeschedules.Lni.wa.gov>.

Percent of Allowed Charges (POAC)

Hospital outpatient services are paid by a POAC payment method **when they aren't paid:**

- With the APC payment method, *or*
- The Professional Services Fee Schedule, *or*
- By L&I contract.

Out-of-state hospital payment methods



Link: For information on out-of-state hospital outpatient, inpatient, and professional services payment methods, see [WAC 296-23A-0230](#).

► Pain management payment methods

Chronic Pain Management Program fee schedule

Insurers pay for Chronic Pain Management Program Services using an all inclusive, phase based, per diem fee schedule.

► Professional provider payment methods



Links: The following is an overview of the payment methods for professional provider services. For more information, see the relevant payment policy chapters or refer to [WAC 296-20](#), [WAC 296-21](#), and [WAC 296-23](#).

The Professional Services Fee Schedule is available at <http://feeschedules.Lni.wa.gov>.

Resource Based Relative Value Scale (RBRVS)

Insurers use the Resource Based Relative Value Scale (RBRVS) to pay for most professional services.

Services priced according to the RBRVS fee schedule have a fee schedule indicator of **R** in the Professional Services Fee Schedule.



Links: More information about RBRVS is contained in the [Washington RBRVS Payment System](#) chapter.

Anesthesia fee schedule

Insurers pay for most anesthesia services using anesthesia base and time units.



Link: For more information, see the [Anesthesia Services](#) chapter.

Pharmacy fee schedule

Insurers pay pharmacies for drugs and medications according to the pharmacy fee schedule.



Link: For more information, see the [Pharmacy Services](#) chapter.

Drugs paid using Average Wholesale Price (AWP)

L&I's maximum fees for some covered drugs administered in or dispensed from a prescriber's office are priced based on a percentage of the AWP of the drug.

Drugs priced with an AWP method have **AWP** in the "Dollar Value" columns and a **D** in the fee schedule indicator ("FSI") column of the Professional Services Fee Schedule.



Links: For more information, see the [Pharmacy Services](#) chapter.

For a definition of “Average Wholesale Price” (AWP), see [WAC 296-20-01002](#).

Clinical Laboratory fee schedule

L&I's clinical laboratory rates are based on a percentage of the clinical laboratory rates established by CMS.

Services priced according to L&I's clinical laboratory fee schedule have a fee schedule indicator (“FSI”) of **L** in the Professional Services Fee Schedule.

Flat fees

L&I establishes rates for some services that are priced with other payment methods.

Services priced with flat fees have a fee schedule indicator (“FSI”) of **F** in the Professional Services Fee Schedule.

State Fund contracts

State Fund pays for utilization management services by contract.

Services paid by contract have a fee schedule indicator (“FSI”) of **C** in the Professional Services Fee Schedule.



Note: The Crime Victims Compensation Program doesn't contract for these services.

By report

Insurers pay for some covered services on a **by report** basis. Fees for **by report** (BR) services may be based on the value of the service as determined by the report.

Services paid by report have a fee schedule indicator (“FSI”) of **N** in the Professional Services Fee Schedule and **BR** in other fee schedules.



Note: See definition of **by report** in “Definitions” at the beginning of this chapter.

Program only

Insurers pay for some unique services under specific programs. Example programs include:

- Centers for Occupational Health Education (COHE), *and*
- Orthopedic and Neurological Surgeon Quality Pilot.

► Residential facility payment methods**Boarding homes and Adult family homes**

Insurers use per diem fees to pay for medical services provided in Boarding Homes and Adult Family Homes.

Nursing homes, Transitional care units, and Critical access hospitals utilizing swing beds for long term care

Insurers use modified Resource Utilization Groups (RUGs) to develop daily per diem rates to pay for Nursing Home Services.



Links: Related topics

If you're looking for more information about...	Then go here:
Administrative rules for Ambulatory Surgery Center (ASC) payment methods	Washington Administrative Code (WAC) 296-23B: http://apps.leg.wa.gov/WAC/default.aspx?cite=296-23B
Administrative rules for average wholesale price (AWP)	WAC 296-20-01002: http://apps.leg.wa.gov/WAC/default.aspx?cite=296-20-01002
Administrative rules for billing procedures	WAC 296-20-125: http://apps.leg.wa.gov/WAC/default.aspx?cite=296-20-125
Administrative rules for charting requirements	WAC 296-20-220: http://apps.leg.wa.gov/WAC/default.aspx?cite=296-20-220 WAC 296-20-01002: http://apps.leg.wa.gov/WAC/default.aspx?cite=296-20-01002
Administrative rules for coverage decisions	WAC 296-20-01505: http://apps.leg.wa.gov/WAC/default.aspx?cite=296-20-01505 WAC 296-20-02700 through -02850: http://apps.leg.wa.gov/WAC/default.aspx?cite=296-20-02700 WAC 296-20-030 through -03002: http://apps.leg.wa.gov/WAC/default.aspx?cite=296-20-030 WAC 296-20-1102: http://apps.leg.wa.gov/WAC/default.aspx?cite=296-20-1102
Administrative rules for documentation requirements	WAC 296-20-06101: http://apps.leg.wa.gov/WAC/default.aspx?cite=296-20-06101
Administrative rules for hospital payment methods	WAC 296-23A: http://apps.leg.wa.gov/WAC/default.aspx?cite=296-23A

If you're looking for more information about...	Then go here:
Administrative rules for Medical Aid	WAC 296-20-010: http://apps.leg.wa.gov/WAC/default.aspx?cite=296-20-010
Administrative rules for missed appointments (worker no shows)	WAC 296-20-010(5) and (6): http://apps.leg.wa.gov/WAC/default.aspx?cite=296-20-010
Administrative rules for Physician Assistants (PAs)	WAC 296-20-12501: http://apps.leg.wa.gov/WAC/default.aspx?cite=296-20-12501 WAC 296-20-01501: http://apps.leg.wa.gov/WAC/default.aspx?cite=296-20-01501
Administrative rules for provider credentialing and compliance	WAC 296-20-01010 http://apps.leg.wa.gov/WAC/default.aspx?cite=296-20-01010 Through WAC 20-01090 WAC 296-20-12401: http://apps.leg.wa.gov/WAC/default.aspx?cite=296-20-12401
Administrative rules for recordkeeping requirements	WAC 296-20-121: http://apps.leg.wa.gov/WAC/default.aspx?cite=296-20-121 WAC 296-20-02005: http://apps.leg.wa.gov/WAC/default.aspx?cite=296-20-02005 WAC 296-23-140: http://apps.leg.wa.gov/WAC/default.aspx?cite=296-23-140
Becoming an L&I provider	L&I's website: www.Lni.wa.gov/ClaimsIns/Providers/Becoming/default.asp
Billing adjustments	L&I's website: www.Lni.wa.gov/ClaimsIns/Providers/Billing/BillLNI/PayAdjust/default.asp
Billing code modifiers that affect payment	Appendix E: Modifiers That Affect Payment

If you're looking for more information about...	Then go here:
Billing workshops for providers	L&I's website: www.Lni.wa.gov/ClaimsIns/Providers/Billing/Workshop/default.asp
Cost Comparison Estimator for electronic versus paper billing	L&I's website: www.Lni.wa.gov/ClaimsIns/Files/providers/Estimator/Final042009.xls
Crime Victims Compensation Program	L&I's website: www.Lni.wa.gov/ClaimsIns/CrimeVictims/ProvResources/Default.asp
Coverage decisions for medical technologies and procedures	L&I's website: www.Lni.wa.gov/ClaimsIns/Providers/Treatment/CovMedDev/SpecCovDec/default.asp
Documentation requirements	Appendix C: Documentation Requirements
Electronic billing	L&I's website: www.ElectronicBilling.Lni.wa.gov
Fax numbers for sending correspondence to the State Fund	L&I's website: www.Lni.wa.gov/ClaimsIns/Providers/Billing/BillLNI/How/default.asp
Federal injured worker claims	U.S. Department of Labor website: www.dol.gov/owcp/
Federally issued National Provider Identifier (NPI)	National Plan & Provider Enumeration System (NPPES) website: https://nppes.cms.hhs.gov/NPPES/Welcome.do
Fee schedules for all healthcare and vocational services	L&I's website: http://feeschedules.Lni.wa.gov
Find a Doctor (FAD) website	L&I's website: www.Lni.wa.gov/ClaimsIns/Claims/FindaDoc/Default.asp
General information about WACs and RCWs	Info on WACs, on L&I's website: www.Lni.wa.gov/ClaimsIns/Rules/MedicalAid/default.asp Info on RCWs, on Washington State Legislature's

If you're looking for more information about...	Then go here:
	website: http://search.leg.wa.gov/pub/textsearch/default.asp
General Provider Billing Manual (publication F248-100-000)	L&I's website: www.Lni.wa.gov/FormPub/Detail.asp?DocID=2148
Join the Network	L&I's website: www.JoinTheNetwork.Lni.wa.gov
Legislated laws (from Washington state Legislature) for documentation requirements	Revised Code of Washington (RCW) 51.48.290: http://apps.leg.wa.gov/rcw/default.aspx?cite=51.48.290 RCW 51.48.250: http://apps.leg.wa.gov/rcw/default.aspx?cite=51.48.250
Legislated laws for Medical Aid	RCW 51.01.030(2): http://apps.leg.wa.gov/rcw/default.aspx?cite=51.04.030 RCW 51.04.030(2): http://apps.leg.wa.gov/rcw/default.aspx?cite=51.04.030 RCW 51.28.020: http://apps.leg.wa.gov/rcw/default.aspx?cite=51.28.020 RCW 51.36.010: http://apps.leg.wa.gov/rcw/default.aspx?cite=51.36.010 RCW 51.36.100: http://apps.leg.wa.gov/rcw/default.aspx?cite=51.36.100 RCW 51.36.110: http://apps.leg.wa.gov/rcw/default.aspx?cite=51.36.110
Legislated laws for Physician Assistants (PAs)	RCW 51.28.100: http://apps.leg.wa.gov/rcw/default.aspx?cite=51.28.100
L&I's Claim and Account Center	L&I's website: www.Lni.wa.gov/ORLI/LoGon.asp

If you're looking for more information about...	Then go here:
L&I Medical Provider News electronic mailing list	L&I's website: www.Lni.wa.gov/Main/Listservs/Provider.asp
Medical Forms Request (form F208-063-000)	L&I's website: www.Lni.wa.gov/FormPub/Detail.asp?DocID=1533
Payment policies for Ambulatory Surgery Centers (ASCs)	Chapter 32: Ambulatory Surgery Centers (ASCs)
Payment policies for anesthesia services	Chapter 4: Anesthesia Services
Payment policies for hospitals	Chapter 35: Hospitals
Payment policies for pharmacy services	Chapter 23: Pharmacy Services
Payment policies for the Resource Based Relative Value Scale (RBRVS)	Chapter 31: Washington RBRVS Payment System
Provider Accounts Change Form (form F245-365-000)	L&I's website: www.Lni.wa.gov/FormPub/Detail.asp?DocID=1650
Provider Bulletins	L&I's website: www.Lni.wa.gov/ClaimsIns/Providers/Billing/ProvBulletins/default.asp
Provider's Initial Report form	L&I's website: www.Lni.wa.gov/FormPub/Detail.asp?DocID=2467
Provider Network and COHE Expansion	L&I's website: http://www.Lni.wa.gov/ClaimsIns/Providers/ProjResearchComm/ProvNetwork/default.asp
Report of Industrial Injury or Occupational Disease form (also known as "Accident Report" or "ROA"; form F242-130-000)	L&I's website: www.Lni.wa.gov/FormPub/Detail.asp?DocID=1599
Self Insurance Accident Report (SIF2) form	L&I's website: www.Lni.wa.gov/FormPub/Detail.asp?DocID=2466

If you're looking for more information about...	Then go here:
Self insured employer (SIE) or third party administrator (TPA) contact information	L&I's website: www.Lni.wa.gov/ClaimsIns/Insurance/SelfInsure/EmplList/Default.asp

► **Need more help?** Call L&I's Provider Hotline at **1-800-848-0811**.